UK National Statistics Publication Hub - Tridion Troubleshooting Guide

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1.1 My password has expired. What should I do?

Your pasword for **Hubedit/Hubpreview** will be the same. Your Hubedit/Hubpreview password will expire every 42 days. You can change your password in Hubedit by selecting the '+' next to 'Custom pages' in the left-hand Tridion navigator panel. Select 'Change Domain Password'. Your new password must be 13 characters long containing upper and lower case character and at least one digit.

If your Hubedit/Hubpreview password has expired or has been locked out, please contact the Publishing Support Team (see Section 5.1 for contact details) for assistance.

You can tell if your account has been locked because the system will not allow you to sign in and it will keep defaulting to the login box.

1.2 Are you typing the correct URL?

Please check that you are using the correct URL;

Access to **Tridion**;
https://www.hubedit.statistics.gov.uk/

Access to the **Hub preview** site;
http://www.hubpreview.statistics.gov.uk/

1.3 Are you typing the right username and password?

Check that you are typing in the correct format and combination of password and username for the appropriate URL:

Tridion
https://www.hubedit.statistics.gov.uk - prefix your username with **onsdmz** and input your issued password

Preview
https://www.hubpreview.statistics.gov.uk – input your username and issued password

1.4 I can't access my component folder in Tridion

If you are unable to access the folder where your component is stored, contact the Publishing Support Team (see Section 5.1 for contact details) who can check that you have the appropriate account permission to access the folder

1.5 Are you using the right version of Internet Explorer?

Check that you are using Internet Explorer. Other browsers are not supported.

Tridion will operate on IE 6, 7, 8 or 9 but you may need to adjust the browser settings.

To check which version you are using, do this:

1. Open an Internet Explorer window
2. Select **Help**
3. Select **About Internet Explorer**
4. The first line of text in the pop-up box indicates the version number.

1.6 Making Internet Explorer 8 Compatible with Tridion

Tridion is compatible with Internet Explorer 7 or earlier versions. If you are using Internet Explorer 8 you can convert the compatibility of your browser using the following steps:

1. Open your Internet Explorer 8 browser.
2. Click on **Tools** and then **Compatibility View Settings**

3. In the pop-up window (see below) **add the URL** of the website you are trying to access and then click **Add**
4. Click **Close**.

Your entered website(s) will be rendered with IE7.

PLEASE NOTE: If you close the browser you have to repeat these steps again. Unfortunately Internet Explorer does not remember the settings once the session has been closed.

1.7 Have you cleared the cache in your browser?

To clear your browser cache:

1. Click on the **Tools** menu in Internet Explorer
2. Click **Internet Options**
3. An Internet Options box should appear on the screen with a **General** tab
4. In the **Temporary Internet Files** section of the General Tab, click on the **Delete Files** button (This will delete the files that are currently stored in your cache)
5. Click on **OK** and then click **OK** again

1.8 Do you need to set Tridion as a trusted site in Internet Explorer?

Sometimes you will need to set up your security settings in Internet Explorer to ensure free access to Tridion.
To do this:

1. Go to https://www.hubedit.statistics.gov.uk/
2. Select **Tools > Internet Options**
3. Select the **Security** tab
4. Select **Trusted Sites**
5. Click on the **Sites** button
6. Enter the URL of Tridion after **Add this website to the zone**: https://www.hubedit.statistics.gov.uk/
7. Click on the **Add** button.
8. Click on the **Close** button

1.9 Do you need to adjust the Advanced Security Settings in Internet Explorer?

If you still cannot access Tridion you may have to delve a little deeper into Internet Explorer and adjust your security settings.

To adjust the custom settings:

Ensure URL (https://www.hubedit.statistics.gov.uk/) is listed in the Trusted Site zone. (See above).

With 'Trusted sites' still highlighted, in the 'Security level for this zone' panel, click on the **Custom Level** button.

Enable to following settings:

ActiveX controls and plug-ins
Allow Scriptlets
Download signed ActiveX controls
Download unsigned ActiveX controls
Initialize and script ActiveX controls not marked as safe for scripting
Run ActiveX controls and plug-ins
Script ActiveX controls marked safe for scripting

Downloads
File download

Miscellaneous
Access data sources across domains
Display mixed content

Scripting
Active Scripting

Click **OK**
Click **Apply**
Click **OK**

Refresh the browser window

2. Error Messages

2.1 GUI Error

2.2 401 Errors

2.3 GetHTML Error

2.4 Error messages in Tridion when trying to save a component

> **2.4.1** Have completed all of the mandatory fields in your component?

> **2.4.2** Did you select 'Save' rather than 'Save and Close'?

> **2.4.3** Seeking help from the Publishing Support Team

2.5 I get an error message when I click or double-click on an item in the assignment list

2.6 How can I get rid of the insecure content pop-up warnings in Tridion?

2.1 GUI Error

A GUI error is a Graphical User Interface error

You can remove this message by navigating in the Tridion navigation window to the words **SDL Tridion**

Right click on the words **SDL Tridion**

Select **Refresh** from the pop-up menu

2.2 401 Errors

401 errors are related to the user name prefixes and locked passwords

Ensure that you have added or removed the **onsdmz** to/from your user name (depending on which site you are trying to access (see Section 1.3 for further details)

If you are still unable to access Tridion your password may need to be reset (see Section 1.1 for further details)

2.3 Get HTML Error

Click **OK** until the message disappears

You may have to do this numerous times but if you keep clicking **OK** the error message will eventually disappear

2.4 Error messages in Tridion when trying to save a component

Check the following three options:

2.4.1 You may not have completed all of the **mandatory fields** (indicated by a red asterisk) in your component. The error message should indicate which fields you need to complete before saving.

2.4.2 Did you select 'Save' rather than **'Save and Close'** . If so, try using **'Save and Close'** instead

2.4.3 Click the **Details** button in the error message and then send a screen shot to the Publishing Support Team (see Section 5.1 for contact details).

2.5 I get an error message when I click or double-click on an item in the assignment list

You need to right-click on the component and use the pop-up menu instead.

Selecting **Start activity** from the pop-up menu will add the component to your worklist.

Selecting **Start activity and open** will add the the component to your worklist and open it for review.

Please note that 'view' option in the pop-up menu does not function and selecting it will result in an error message.

2.6 How can I get rid of the insecure content pop-up warnings in Tridion?

The security setting instructions detailed in 1.9 will switch off the insecure content pop-up warning boxes, if implimented.

3. Publishing and workflow Problems

3.1 How do I get my release definition through workflow?

3.2 I get an error message when I click or double-click on an item in the assignment list

3.3 I can't find my content on the Publication Hub preview site

3.3.1 Have you saved and closed your component without any error messages?

3.3.2 Have you refreshed your browser?

3.3.3 Have you checked the details fo your edition in Tridion?

3.3.4 Have you checked the publishing queue in Tridion?

3.3.5 Have you selected 'Yes' to show either a finalised or provisional date in your edition?

3.4 My release was due to be published today but the title has not turned into an active on the Publication Hub

3.1 How do I get my release definition through workflow?

Release definitions don't require approval but editions and theme and topic pages do

In editions, only finalised and provisional dates and the active URL link require approval.

3.2 I get an error message when I click or double-click on an item in the assignment list

You need to right-click on the component and use the pop-up menu instead.

Selecting **Start activity** from the pop-up menu will add the component to your worklist.

Selecting **Start activity and open** will add the the component to your worklist and open it for review.

Please note that 'view' option in the pop-up menu does not function and selecting it will result in an error message.

3.3 I can't find my content on the Publication Hub preview site

There may be several issues with viewing content on the Preview Hub (https://www.hubpreview.statistics.gov.uk/):

3.3.1 Have you saved and closed your component without any error messages?

If you encountered an error message when you saved and closed a component and it did not subsequently publish, you may have to publish it manually.

To publish an edition manually:

Navigate to **Hub** and then click on the plus next to **Home** (this is a **pink folder**, not a yellow folder)

Navigate through the pink folder structure to your edition

Right click on your edition
Select **Publishing** from the pop-up menu and then **Publish**

Select **Live** and then click **OK**

3.3.2. Have you refreshed your browser?

Sometimes clicking on the refresh icon in Internet Explorer will not fully refresh the screen.

Pressing **Ctrl + F5** together on the keyboard will perform a complete refresh

3.3.3. Have you checked the details in your edition in Tridion?

Make sure all the dates, keywords and taxonomy links are as they should be.

Although most of the Metadata fields in your edition will be populated from the release definition, occasionally there may be an error

3.3.4. Have you checked the publishing queue in Tridion?

Click on **publishing queue** (this can be found at the bottom of the right-hand navigation window in Tridion)

Click **Show tasks**

The lower window in this screen will display a list of components and their status

Once you've identified your component, look at the **State** column

If it says **Success** it has published to all servers successfully

If they have not published successfully, try to manually publish (see 3.3.1) them

3.3.5 Have you selected 'Yes' to show either a finalised or provisional date in your edition?

Open your edition and check that either the **"Show provisional in Release Calendar"** or **"Show finalised in Release Calendar"** is set to "Yes". If both are set to 'No' the component won't go through the approval process and will not be published to the live site

3.4 My release was due to be published today but the title has not turned into an active link on the Publication Hub

If the title of your release has not turned into an active link it could be because:

3.4.1. The URL may not have been added to your edition component. To remedy this:

Navigate to the edition in Tridion

Open the edition and add the web link
Save the edition and then push it through workflow by selecting **Finish Activity**.

3.4.2. Check that you have added the right release time in your edition. Again:

The time you have entered will be displayed on the Release Calendar

If the time is incorrect, navigate to your edition in Tridion.
Open the edition and follow the instructions for changing a finalised date or time in Section 5 on page 15

4. Problems with Definitions and Editions

4.1 Has the item been checked-out?

4.2 When I try to open a component it hangs, freezes or crashes without loading all of the content

4.2.1 Has the URL been added to your edition component?

4.2.2 Using Task Manager in Windows

4.3 My Release Approver can't see a component to approve it

4.4 All of the information I added to my component has just disappeared

4.5 How do I get my release definition through workflow?

4.1 Has the item been checked-out?

If the component is checked-out it will have a red tick in its icon, or will be greyed out completely. This means it is being edited or passed through workflow by someone else. To find out who it is checked out to:

Right-click on the component

Select **Versioning** then **History**

The **last entry** will tell you who it is currently with

You may not be able to contact the person who has the component checked-out. If this is the case, please contact the Publishing Supoprt Team (see Section 5.1 for contact details) for further assistance.

4.2 When I try to open a component it hangs, freezes or crashes without loading all of the content

There are two possible solutions to this problem:

4.2.1. You may need to change your Internet settings:

From your browser window, click on **Tools**

Click on **Internet Option** from the drop down menu

Select the **Advanced** tab

Scroll to the bottom of this window and then navigate to the item that is thirteenth from the bottom of the list (**Do not save encrypted pages to disk**). If there is a green tick in the box next to this item, uncheck the box

Click on **Apply** and then **OK**

4.2.2. If **Do not save encrypted pages to disk** was already unchecked, try the following option:

Close Tridion (if you have problems closing Tridion right click on the **Task Bar** [the blue bar across the bottom of your screen] and select **Task Manager**.

Select the task in the menu and then click **End Task**

Now try to open Tridion and load the schema again **but don't click on the schema until it's fully loaded** - let all the fields display first.

Hover your cursor over the **Metadata** tab - if it turns into the hand icon, all the fields have loaded and you can start editing the schema.

<h3 style="background-color:green">4.3 My Release Approver can't see a component to approve it</h3>

If you are the **Release Coordinator, go into the** Work list**, right-click on the component and select** Finish Activity**.**

If you are the **Release Approver**, make sure you are checking the right folder and have checked and refreshed both your **Work list** and **Assignment list**.

<h3 style="background-color:green">4.4 All of the information I added to my component has just disappeared</h3>

If you have refreshed the browser without saving your component, all fields will revert back to their original state and any content that you have added without saving, will be lost.

When you re-enter your information into your component, ensure that you don't refresh the browser before saving the component.

<h3 style="background-color:green">4.5 How do I get my release definition through workflow?</h3>

Release definitions don't require approval but editions and theme and topic pages do. In editions, only finalised and provisional dates and the active link require approval.

5. Changing a Finalised Date or Time

5.1 How to change a finalised date or time

Under the Code of Practice you are required to provide a public explanation in the event that you change a published finalised date or time for a release. To change a release time from the standard 9.30am you need to apply to the National Statistician for an exemption.

In the event that you need to change a finalised date or time Release Coordinators need to:

Submit a request to their departmental web team asking for the explanation to be posted at an appropriate place on their website.

Once the Web Team have actioned the request they must then;

Change the finalised date/time and add the URL of the location where the explanation is displayed on their website to the "Link to why finalised date has changed' field, in the Release Edition in Tridion.

6. Who to Contact for Further Help

6.1 Contact details for the Publishing Support Team

Email: publishing.support.team@ons.gsi.gov.uk

Tel: 01633 651955